Speed Touch USB PPPoE

User Manual

for Microsoft Windows OS

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Welcome to the Speed Touch USB

Welcome to the Alcatel **Speed Touch**™ *USB* Asymmetric Digital Subscriber Line (ADSL) modem.

From now on, your online experience will be revolutionized by the high speed Internet access that Alcatel's ADSL technology delivers.

With download speeds up to 8Mega bits per second (Mbps), your **Speed Touch**™ *USB* is around 200 times faster than present day modems. This superior Alcatel ADSL technology outperforms all similar product on the market.

Aim of this manual

This ***Speed Touch™ USB*** *User Manual* will be your partner in exploiting the features of this highly advanced product.

Safety instructions

Prior to connecting the **Speed Touch™ USB** , read the Safety Instructions (See Appendix C).

CAUTION

WARNING

The following words and symbols mark special messages throughout this document:

WARNING: indicates that failure to follow the directions could cause bodily harm or loss of life.

CAUTION: indicates that failure to follow the directions could result in damage to equipment or loss of information.

Trademarks

The following trademarks are used in this document:

- Speed Touch™ is a trademark of the Alcatel Company
- Windows™ and Internet Explorer™ are trademarks of Microsoft Corporation
- Netscape® and Netscape Navigator® are registered trademarks of Netscape Communications Corporation

Terminology

For readability, the **Speed Touch™ USB** will be referred to as **USB** , or **STUSB** further in this User Manual.

Service Provider

For readability, Service Provider (SP) will refer to all instances, responsible for your ADSL connections, i.e. ADSL Service Provider (ASP), Internet Service Provider (ISP), Corporate, etc.

User Manual and STUSB software updates

Due to the continuous evolution of Alcatel ADSL technology, existing products are often upgraded. Alcatel's **Speed Touch**™ ***USB*** documentation, and **Speed Touch**™ ***USB*** software changes accordingly.

For more information on the newest technological breakdowns, software upgrades, and documents, please consult our Alcatel web site at:

http://www.alcatel.com

http://www.alcateldsl.com

1 Speed Touch USB Installation Guide

Introduction

Use this chapter to quickly prepare your USB for the Internet.

In this chapter

Topic	See
Get Acquainted with your **STUSB**	1.1
STUSB Installation	1.2

1.1 Get Acquainted with your Speed Touch USB

Delivery check

Check your USB package for the following items:

- The **Speed Touch™ USB**
- 2m ADSL cable (RJ11/RJ11 , RJ14/RJ14)
- A CD-rom, containing installation software and this User Manual.

Damaged or missing items

In the event of damaged or missing items, contact your local product dealer for further instructions.

Other materials

Your USB shipping carton may also include release notes, safety and conformity declarations, and other materials.

Your Speed Touch™USB

Unlike most traditional modems, the electronic circuitry of the USB has been shaped into a stylish body:

Pigtail

Input/output wiring is moulded in an ergonomically designed pigtail.

The pigtail splits in two separate parts. From the body to the first connector block it contains the ADSL cord as well as the USB cord. At the end of the tail only the USB cord remains.

On the rear end of the tail you find the USB connector. That's the interface which connects the USB to your Personal Computer (PC). The ADSL Line port is situated in the inline receptacle. This port connects the USB to the ADSL highway.

Note: As you notice, there is no separate mains plug, cord, or power adapter. This is because the USB is powered via the USB connection.

What is ADSL

ADSL provides simultaneous high-speed Internet access and regular phone services over the existing telephone line already in your house. With downloads at up to 8Mbps it's up to 200 times faster than traditional modems. What's more, your connection to the Internet is established immediately and busy tones are a thing of the past.

ADSL is short for *Asymmetric Digital Subscriber Line*. This somewhat cryptic name is best explained in straightforward terms:

- **Line**: ADSL uses the ordinary existing copper line, known as "local loop", running between your local premises and the telephone Central Office (CO).
- **Subscriber**: That's you, the end user. Because this is what Service Provider (SP)s, or operators call their customers.
- **Digital**: ADSL is a digital transmission technology. To a certain extend, digital information is not affected by impairments on the telephone line, thus achieving a higher reliability.
- **Asymmetric**: ADSL can transmit data much faster from the Internet towards the end user than vice versa.

1.2 Speed Touch USB Installation

Introduction

Execute the steps in this section and in no-time you are connected to the Internet.

In this section

Topic	See
What you Need	1.2.1
Installing the **STUSB**	1.2.2
Wiring the **STUSB**	1.2.3
Installation Results	1.2.4

1.2.1 What you Need

ADSL and telephone service

ADSL service must be enabled on your telephone line.

You need a central splitter, or distributed filters for decoupling ADSL and telephone signals.

WARNING

In all cases contact your ADSL service provider about splitter/filter installation !

Public telephone lines carry voltages that **can cause electric shock**. Only install splitter/filters yourself if these are qualified for that purpose.

Other splitter/filters may only be installed by qualified service personnel.

Service Provider

You must have a user account for Internet access via a Service Provider (SP).

For this user account, it will provide you:

- A user name (logon ID)
- A password.

Your PC

Your PC should meet the following minimum requirements for installation:

- One of the following Operating System (OS) must be readily installed on your PC:
  - Microsoft Windows 98
  - Windows 98 Second Edition (98SE)
  - Microsoft Windows Millennium (ME)
  - Microsoft Windows 2000

  You may need the Windows 98/98SE/ME/2000 CD-rom during installation.
- For Windows98/98SE/ME:
  - Pentium processor 166 MHz, or higher (or compatible)
  - 32 Mega Byte (MB) of memory, or more.
- For Window2000 OS:
  - Pentium II processor, or higher (or compatible)
  - 64 Mega Byte (MB) of memory, or more.
- 30 MB of free hard disk space
- One high-powered USB port, i.e. an USB port, capable of powering attached USB devices.

Note: Make sure you are not using low-powered USB ports to connect the USB. In case you are unsure of the type of USB port, see the User manual of your PC, or USB port hub.

Applications

For the PPPoE connection service you need a PPPoE session client application readily installed on your PC.

For surfing the Internet: a Web browser, e.g. Netscape Navigator, Internet Explorer, ...

1.2.2 Installing the Speed Touch USB

Two installation methods

As your USB is a true Plug-and-Play device, you can use two different installation procedures:

- **The Alcatel Wizard Installation**

  By inserting the USB CD-rom, the installation wizard automatically guides you through all needed installation steps.

- **The Plug and Play Compliant Installation**

  The installation procedure is initiated by connecting the USB to your PC's USB port.

It does not matter which method you use, both are equally valid.

In this subsection, the wizard installation is fully described. In case you experience problems with this installation, you can try the PnP compliant installation, shortly described at the end of this subsection.

Windows 98/98SE vs. Windows ME/2000

The installation procedures of your USB for Windows 98/98SE and Windows ME/2000 differ only slightly:

- Some windows will look differently
- On Windows 98/98SE no *'Digital Signature'* window will pop up.

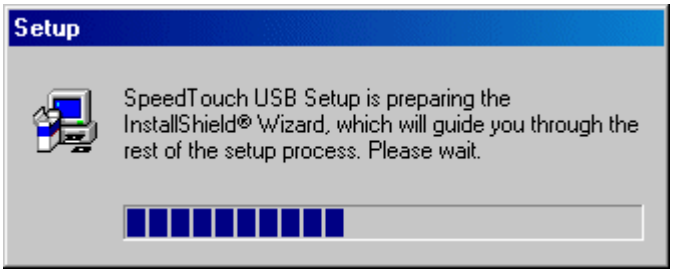
STUSB Alcatel wizard driver installation

1. Insert the USB installation CD-rom in your PC's CD-rom drive:

The Alcatel USB wizard will start automatically.

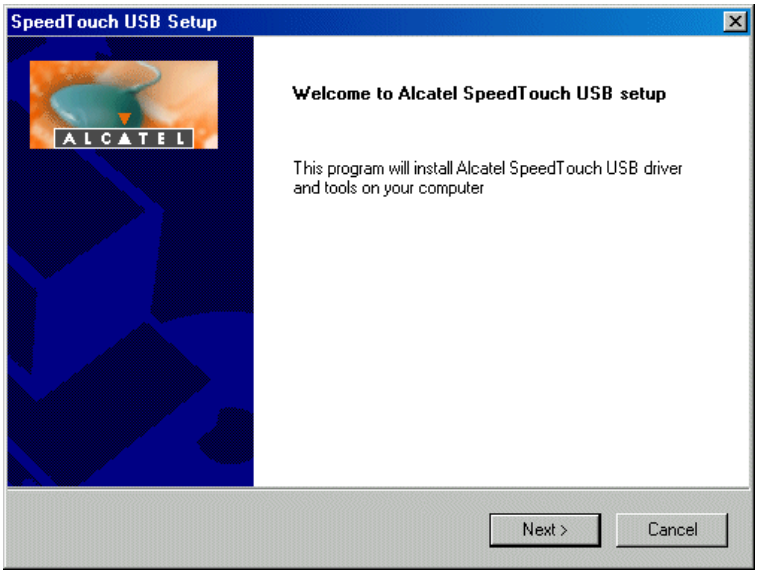
Note: In case the Alcatel USB wizard does not start automatically, open a *'Run'* window via *Start* → *Run* from the Start menu, and enter following path: `D:\Setup.exe`, where `D` stands for the drive letter of your CD-rom drive.

2. The USB Setup program prepares the installation wizard:


Setup
SpeedTouch USB Setup is preparing the InstallShield® Wizard, which will guide you through the rest of the setup process. Please wait.

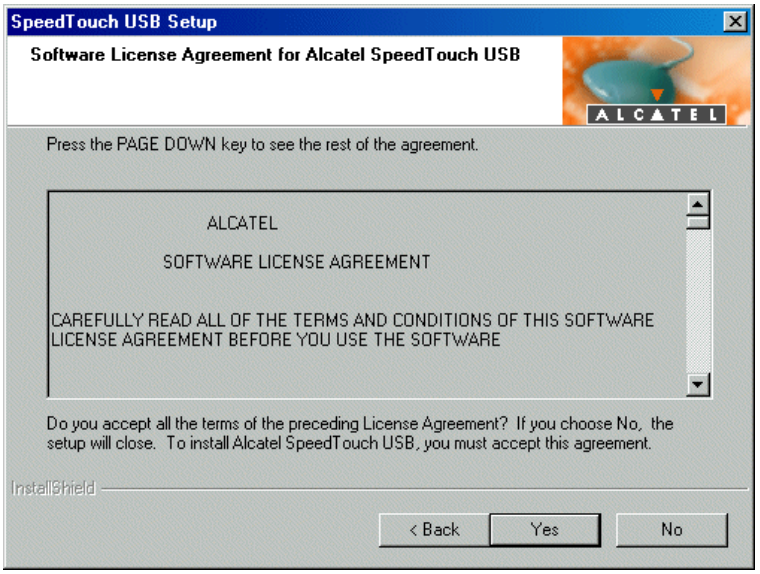
As soon as the preparation is finished, the installation will start automatically.

3. The *'Welcome to Alcatel Speed Touch USB setup'* window pops up:


SpeedTouch USB Setup
ALCATEL
Welcome to Alcatel SpeedTouch USB setup
This program will install Alcatel SpeedTouch USB driver and tools on your computer
Next >
Cancel

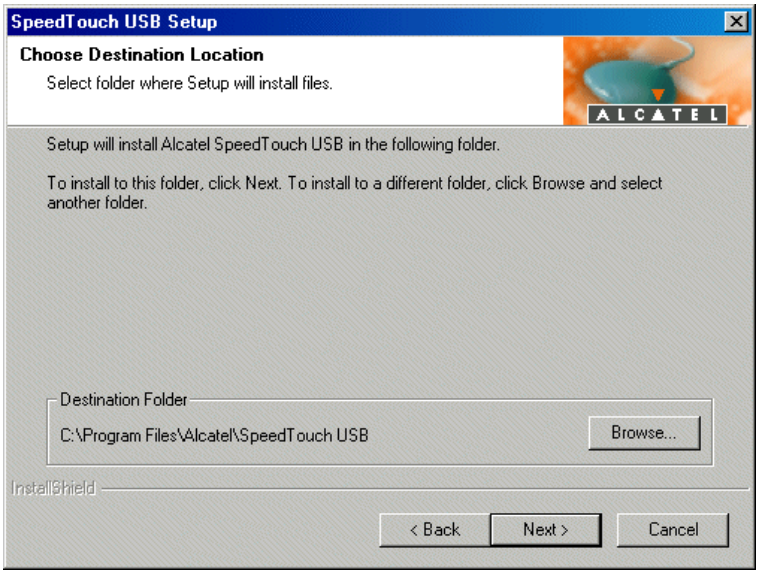
Click Next > to proceed.

4. The *'Software License Agreement for Alcatel Speed Touch USB'* window pops up:


SpeedTouch USB Setup
Software License Agreement for Alcatel SpeedTouch USB
ALCATEL
Press the PAGE DOWN key to see the rest of the agreement.
ALCATEL
SOFTWARE LICENSE AGREEMENT
CAREFULLY READ ALL OF THE TERMS AND CONDITIONS OF THIS SOFTWARE LICENSE AGREEMENT BEFORE YOU USE THE SOFTWARE
Do you accept all the terms of the preceding License Agreement? If you choose No, the setup will close. To install Alcatel SpeedTouch USB, you must accept this agreement.
InstallShield
< Back
Yes
No

Click Yes to accept the terms of the agreement and to continue the installation.

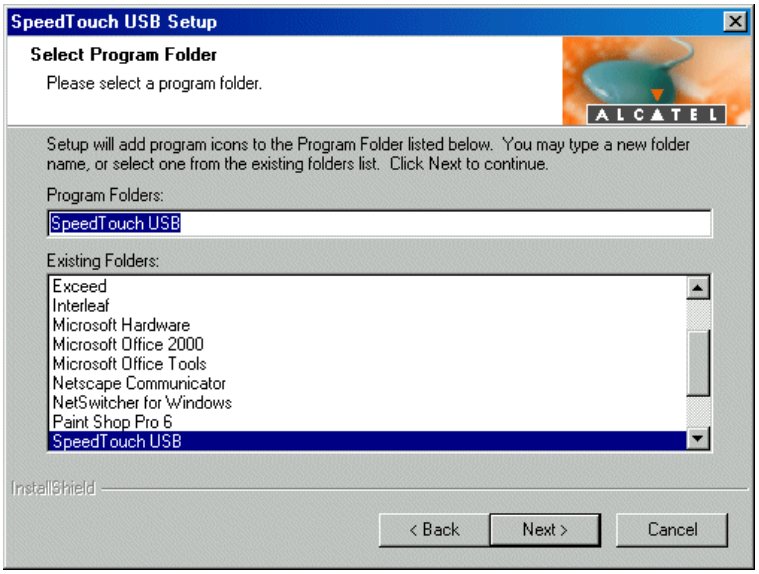
5. The following window allows you to choose a destination folder for the *USB* driver software:


SpeedTouch USB Setup
Choose Destination Location
Select folder where Setup will install files.
ALCATEL
Setup will install Alcatel SpeedTouch USB in the following folder.
To install to this folder, click Next. To install to a different folder, click Browse and select another folder.
Destination Folder
C:\Program Files\Alcatel\SpeedTouch USB
Browse...
InstallShield
< Back
Next >
Cancel

In most cases the proposed destination is best suited for the *USB* driver software. Click Next > to proceed.

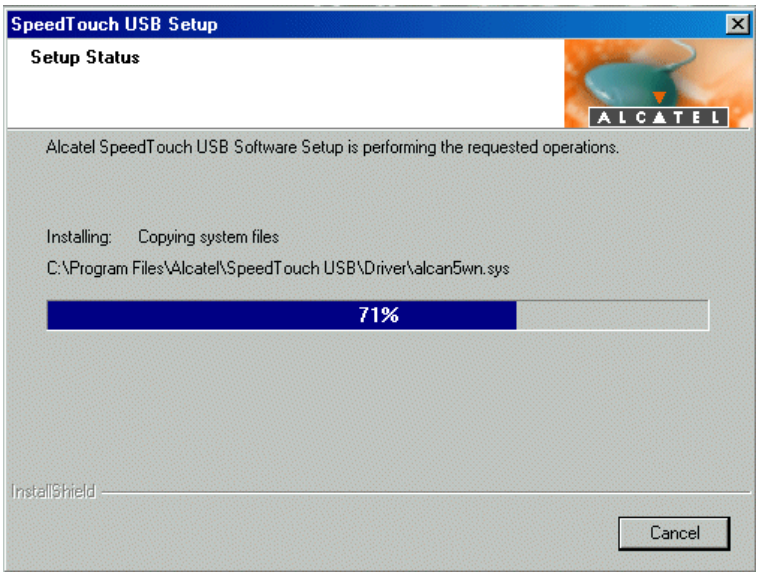
Note: You can change the destination folder. Therefor, click Browse... to select one.

6. The *'Select Program Folder'* window pops up:



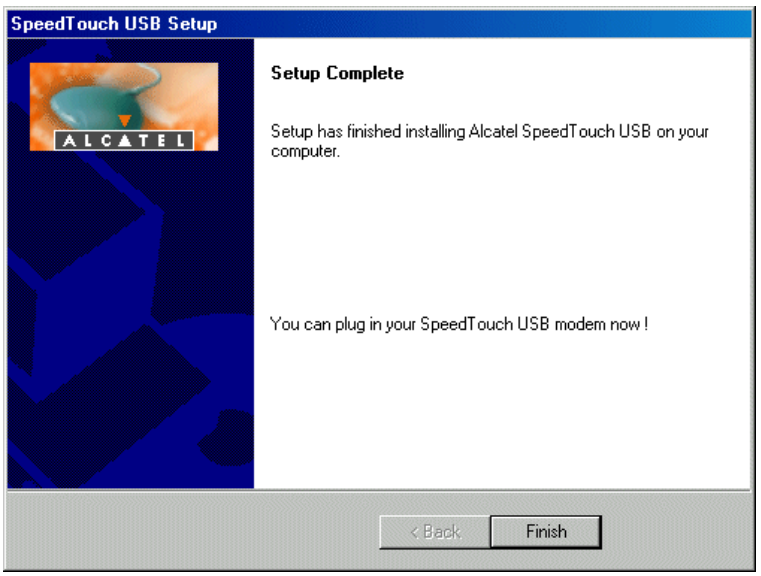
Click Next > to proceed.

7. The wizard copies USB driver software to your local hard disk:



Note for Windows ME/2000 users only: If a *'Digital Signature'* window pops up, then click Yes to continue.

8. The *'Setup Complete'* window pops up to announce that installation is finished:


SpeedTouch USB Setup
ALCATEL
Setup Complete
Setup has finished installing Alcatel SpeedTouch USB on your computer.
You can plug in your SpeedTouch USB modem now !
< Back
Finish

Click Finish to close the wizard.

9. You can plug in your USB now (See subsection 1.2.3 for more information).

10. The installation wizard will automatically continue with the installation of USB 's ADSL PPPoE networking support.

STUSB Plug and Play compliant driver installation

1. Connect the USB to the ADSL wall socket and the PC, according the procedure described in subsection 1.2.3.

   Note: ADSL must be available, as well as the appropriate central splitter, or distributed filters.

2. Windows will automatically recognize the USB .

   The Windows '*Found new Hardware*' wizard pops up. This wizard will guide you through the installation procedure.

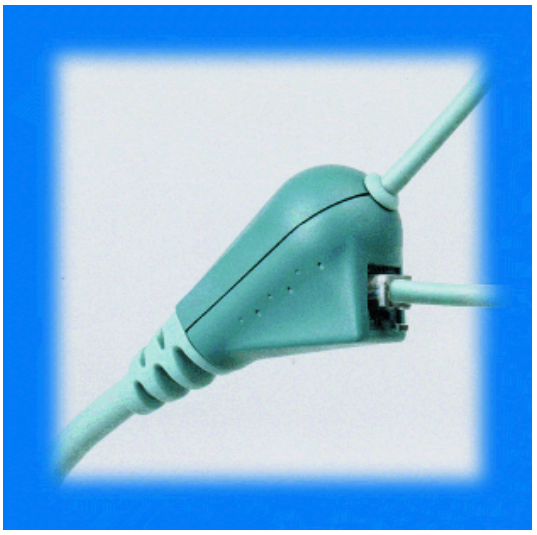
   Follow all the instructions. In most cases you only have to click Next > to proceed with the installation procedure.

3. The installation wizard will automatically continue with the installation of USB 's ADSL PPPoE networking support.

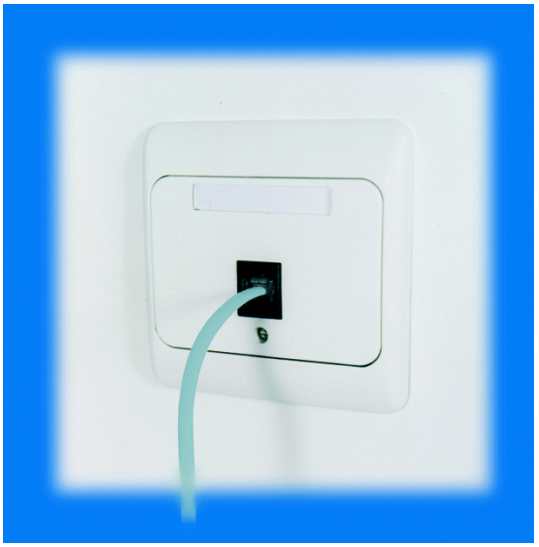
1.2.3 Wiring the Speed Touch USB

Procedure

1. Plug the ADSL cable, provided in your package, into the inline receptacle of the *USB* :



2. Depending onto which pins of the wall socket the ADSL signals are assigned, it might be necessary to plug in an RJ11 interchanger into the wall socket prior to connect the ADSL cable.
3. Plug the other end of the ADSL cable into the wall socket terminating ADSL service:



4. Plug the USB 's USB connector into the PC's USB port:

The PC's USB port can be easily located, it is marked with the typical USB symbol .

5. The USB is automatically recognized. The needed installations will be performed by your Windows OS.

1.2.4 Installation Results

Installation results

After you have correctly followed the USB installation procedures, the following folders and icons are added to your system:

- **SpeedTouch USB program folder**:

  The *SpeedTouch USB* folder is added, which contains the *SpeedTouch USB Diagnostics* application.

- **System tray SpeedTouch USB status icon**:

  An USB status icon is added to the system tray, allowing instant status information of the USB .

See chapter 3 for more information.

2 Creating and Using a PPPoE Session Client

Introduction

This chapter describes how to make a connection to your SP, using the Point-to-Point Protocol over Ethernet (PPPoE), with your USB .

PPPoE session client application

To use your USB with PPPoE, you will need a PPPoE session client application, readily installed on your PC. This application will build connection icons for easy connectivity to your SP.

If your SP requires you to use PPPoE, it should provide you with the PPPoE session client application. If they did not do so, contact your SP for more information.

Creating and using a PPPoE session instance

Using the PPPoE session client application, you will be able to build PPPoE session icons, representing all the connection parameters, just like creating Dial-Up icons with Microsoft's Dial-Up Networking application.

All you need is your username and password for your account; although sometimes also a service name is required. Check with your SP which service name to choose, if any.

For further details on how to fill in these parameters, and use additional functionality, consult the manual of your PPPoE session client application, or follow the instructions of your SP.

3 Speed Touch USB Diagnostics

Introduction

While your session is active, i.e. the PPPoE connection is established, various diagnostics are available from the *USB* software, to overview the momentary connection.

In this chapter

Topic	See
STUSB Status System Tray Icon	3.1
STUSB Diagnostics	3.2
Detailed **STUSB** Diagnostics	3.3

3.1 Speed Touch USB Status System Tray Icon

STUSB status icon

As soon your USB is installed, a USB status icon is shown at your desktop's system tray:

STUSB status icon colors

The USB status icon is colored, depending the state of the USB device. If you position your mouse pointer over the USB status icon, a message pops up:

System tray icon	Message	Description
	Alcatel ADSL Modem Modem not plugged in	The **STUSB** is not plugged into the PC's USB port. An ADSL connection can not be established.
	Alcatel ADSL Modem Initializing ADSL line	The **STUSB** is plugged in, but has not (yet) accomplished synchronization over the ADSL line.
	Alcatel ADSL Modem. Sent : X bytes Received : Y bytes	The **STUSB** is connected, and synchronized, and has, up to this moment, sent X bytes, and received Y bytes over the ADSL line.

3.2 Speed Touch USB Diagnostics

Diagnostics

The *USB* exhibits specific "ADSL-level information" diagnostics windows.

These windows allow you to view specific information on the various layers ADSL uses to transmit or receive information over the ADSL link.

In this section

Topic	See
Basic **STUSB** Diagnostics	3.2.1
STUSB Diagnostics Properties	3.2.2

3.2.1 Basic Speed Touch USB Diagnostics

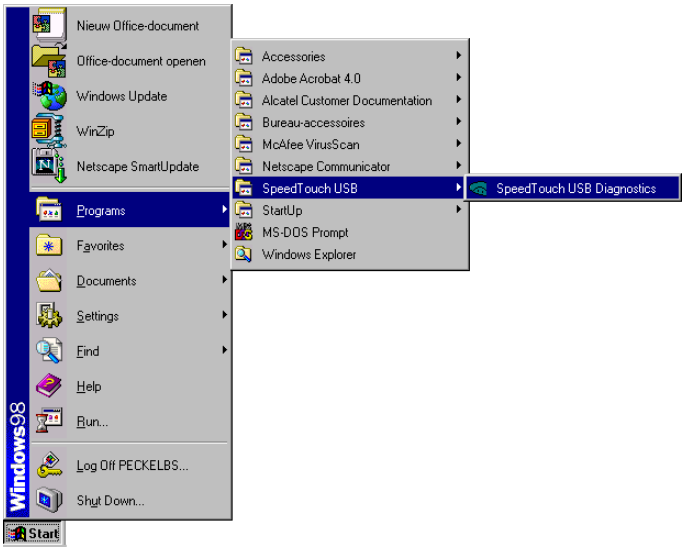
How to open the STUSB Diagnostics

Double-click the USB status icon in the system tray to open the USB Diagnostics window.

The same result is achieved via Start → Programs → SpeedTouch USB → SpeedTouch USB Diagnostics

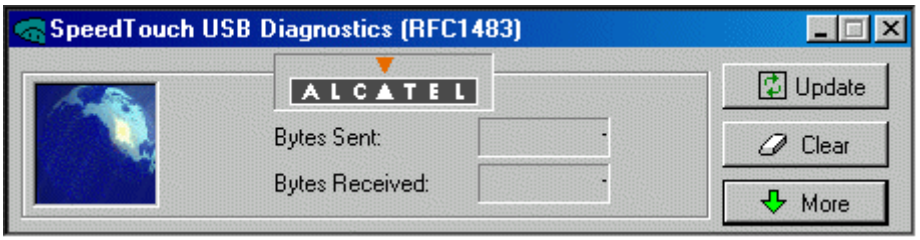
(

):



Diagnostics window

Opening the USB Diagnostics, pops up the following generic window:



Left box figures

In the left box, the following figures can be displayed:

Data	Description
	Indicates that your **STUSB** is not (properly) connected to your PC, or malfunctioning. **Note**: To solve the problem, reconnect your **STUSB** to the PC.
	Non spinning globe: Your **STUSB** is connected to your PC, and the modem software is loaded, but your ADSL link is not active.
	Spinning globe: Your **STUSB** has established the ADSL connection.

Basic data

In the case of a spinning globe (physical connection), the following data are displayed:

Data	Description
Bytes Sent	Shows the number of bytes you sent over the ADSL link.
Bytes Received	Shows the number of bytes you received over the ADSL link.

Diagnostics buttons

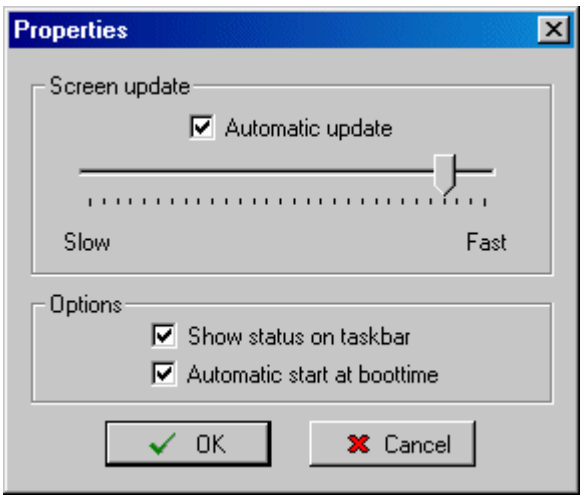
The following buttons are available:

Button	Functionality
	To update all diagnostical data. This invokes the data to be updated to the current condition of the connection. **Note**: This button applies only if the *'Screen update'* box of the *'Properties'* menu is unflagged. See subsection 3.2.2 for more information.
	To reset all diagnostical data. This is used to start a new reading of data.
	Pops up an extension to the Diagnostics window.
	Closes the extension to the Diagnostics window.

3.2.2 Speed Touch USB Diagnostics Properties

Properties menu

Left-click the upper-left corner of the Diagnostics window ( ), or right-click its caption bar to pop up a box menu. In this box menu, click *'Properties'* to pop up the *'Properties'* window:



Properties options

Field	Description
Screen update	Allows to set the update rate of the information displayed in the Diagnostics windows: By default automatic screen updating is enabled: However, you can also disable, i.e. unflag, the *'Screen update'* box. Then, an update of the windows is only performed in case you click
Options	If is flagged, the **STUSB** system tray icon is shown in the system tray (default). If is flagged, the **STUSB** systemtray icon, and diagnostics are started when you start your PC.

Properties buttons

Button	Description
	Saves the changes you made, and closes the *'Properties'* window.
	Cancels changes you made, and closes the *'Properties'* window.

3.3 Detailed Speed Touch USB Diagnostics

Opening detailed diagnostics

Click

to pop up an extension to the basic USB Diagnostics (See subsection 3.2.1 for more information).

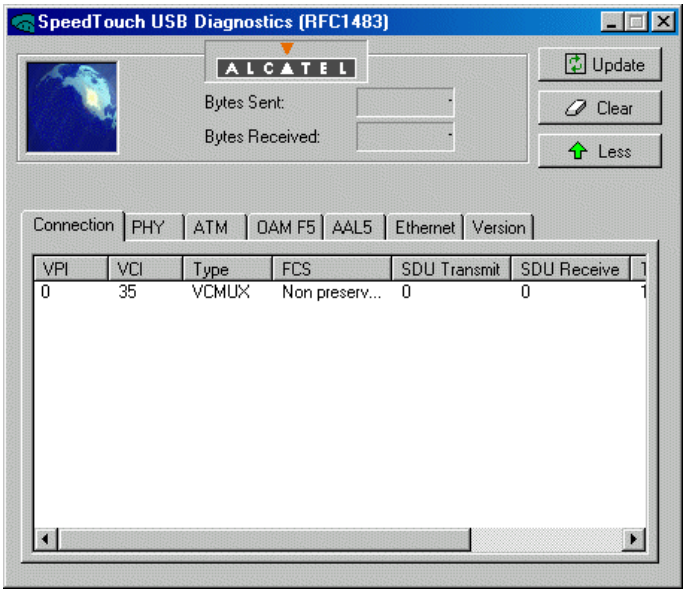
In this section

Topic	See
Connection Diagnostics	3.3.1
Physical Diagnostics	3.3.2
ATM Diagnostics	3.3.3
OAM F5 Diagnostics	3.3.4
AAL5 Diagnostics	3.3.5
Ethernet Diagnostics	3.3.5
Version Diagnostics	3.3.7

3.3.1 Connection Diagnostics

Connection diagnostics

By default the detailed *USB* Diagnostics will appear with the *'Connection'* tab selected:



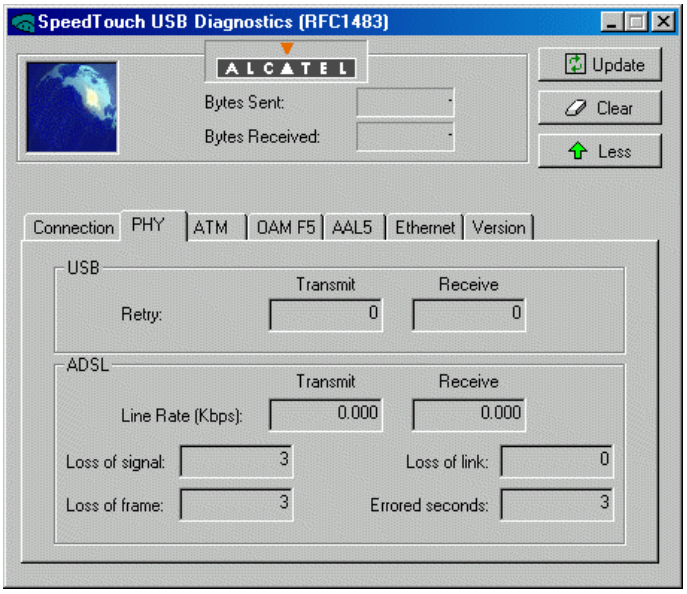
Connection diagnostics fields

Field	Description
VPI/VCI	The **STUSB**'s ADSL PPPoA connections use Asynchronic Transfer Mode (ATM)'s virtual channels for accessing the ADSL line. Virtual Path Identifier (VPI) /Virtual Channel Identifier (VCI) are 2 numbers that together uniquely identify a Virtual Channel (VC) and Virtual Path (VP) .
Type	Indicates which method (VCMUX, or LLC) is used for encapsulating/decapsulating the PPP packets in/from the ATM Adaption Layer 5 (AAL5).
FCS	Indicates whether Frame Check Sequence (FCS) is preserved, or not preserved.
SDU Transmit *SDU Receive*	Indicates the number of Service Data Unit (SDU)s which are transmitted; and received.
Tx/Rx SDU Size	Indicates the size of the SDUs which are transmitted (Tx), and received (Rx).

3.3.2 Physical Diagnostics

Physical diagnostics

Click the *'PHY'* tab to pop up the following window:



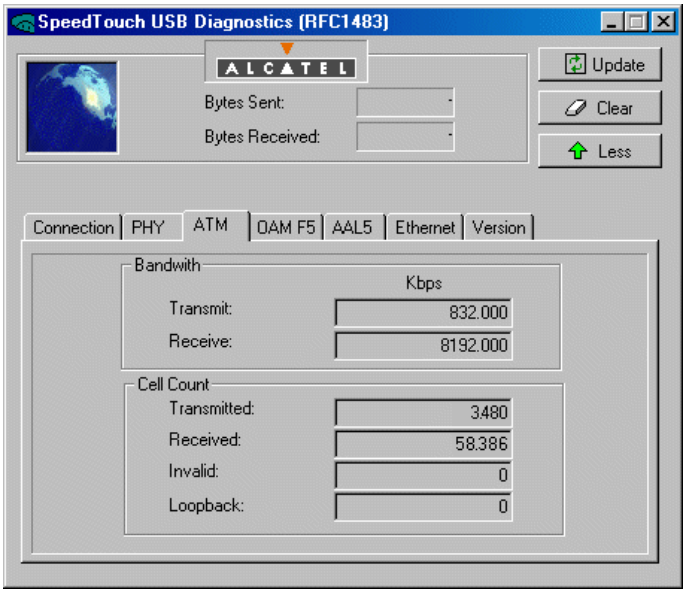
Physical diagnostics fields

Field	Description
USB Retry: Transmit Receive	Indicates the number of times your **STUSB** had to retry the transmission/reception of data to/from your PC due to USB bus failures (delays, congestion or reflections).
ADSL Line Rate: Transmit Receive	Indicates the maximum ATM transmit and receive rates in Kilo bits per second (Kbps) on the ADSL line.
Loss of signal	Indicates how many times the ADSL signal was interrupted..
Loss of link	Indicates how many times the ADSL connection was down.
Loss of frame	Indicates how many times the bit synchronization was lost over the ADSL link.
Errored seconds	Indicates how many seconds the ADSL link was not functioning correctly, i.e. loss of link, signal, and/or frame occurred.

3.3.3 ATM Diagnostics

ATM diagnostics

Click the *'ATM'* tab to pop up the following window:



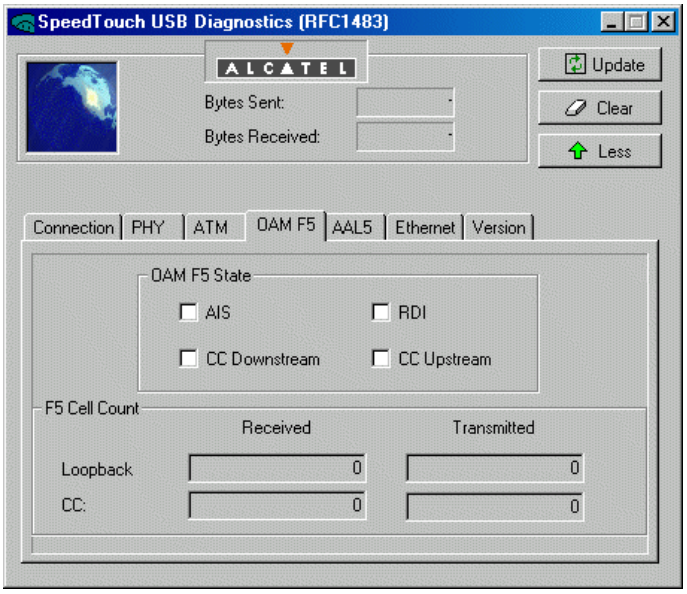
ATM diagnostics fields

Field	Description
Bandwidth	Indicates the maximum transmit/receive service your service provider offers for your current subscription.
Cell count: Transmitted	Indicates the number of all AAL5 and Operations And Management (OAM) cells sent through the ATM layer towards the ADSL line.
Cell count: Received	Indicates the number of cells received and passed through the ATM Layer.
Cell count: Invalid	Indicates the number of cells that are dropped because they do not belong to the current information flow or, are incorrect.
Cell count: Loopback	Indicates the number of cells sent by the service provider (e.g. for maintenance).

3.3.4 OAM F5 Diagnostics

OAM F5 diagnostics

Click the *'OAM F5'* tab to pop up the following window:



ATM diagnostics fields

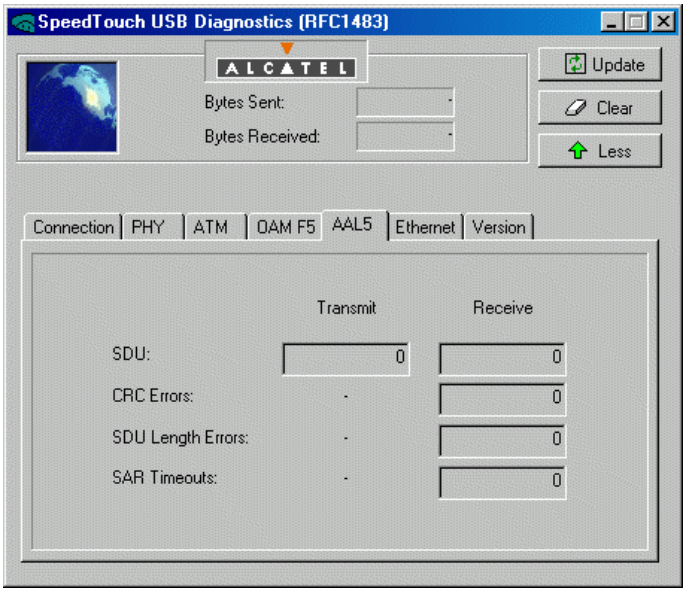
Field	Description
OAM F5 State: *AIS, RDI* *CC up/down*	Flagged Alarm Indication Signal (AIS), Remote Defect Indication (RDI), and /or Continuity Check (CC) up- and downstream boxes, indicate reception, and/or occurrence of these situations.
F5 Cell count: *loopback* *CC*	Indicates the number of sent/received F5 loopback, and/or continuity check cells.

Note: This window is only used in exceptional cases for problem solving in cooperation with the service provider.

3.3.5 AAL5 Diagnostics

AAL5 diagnostics

Click the *'AAL5'* tab to pop up the following window:



AAL5 diagnostics fields

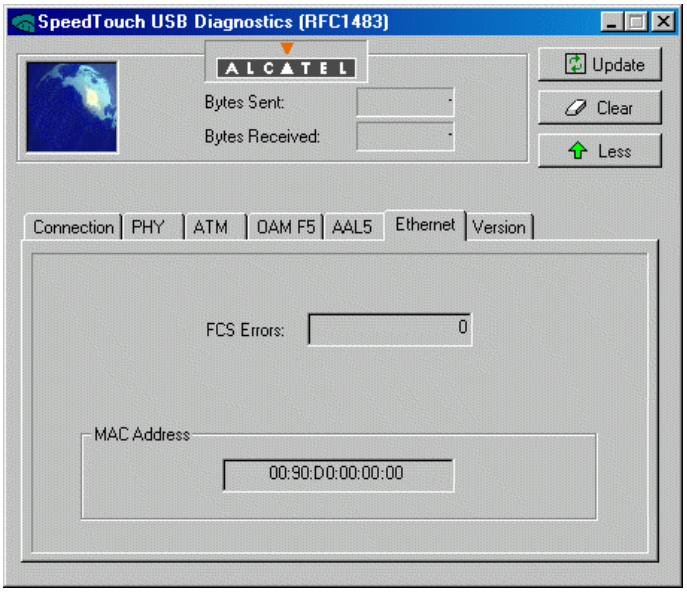
You can find the following information:

Field	Description
SDU	Indicates the number of SDUs, which are transmitted and received.
CRC Errors	Indicates the number of times a Cyclic Redundancy Check (CRC) on the received cell was negative.
SDU Length Errors	Indicates the number of times the length of a received SDU was incorrect.
SAR Timeouts	Indicates the number of times the Segmentation And Reassembly (SAR) of the received cells failed, because their time-out expired.

3.3.6 Ethernet Diagnostics

Ethernet diagnostics

Click the *'Ethernet'* tab to pop up the following window:



Ethernet diagnostics fields

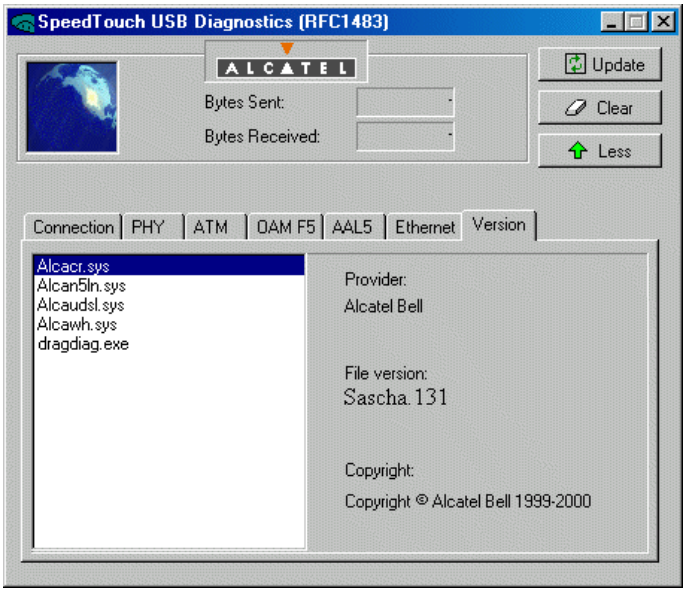
You can find the following information:

Field	Description
FCS Errors	Indicates the number of times the FCS errored.
MAC Address	Indicates the unique Medium Access Control (MAC) address of your **STUSB**. This worldwide unique number, which is often referred to as Ethernet address, is used to identify your **STUSB** on the Wide Area Network (WAN).

3.3.7 Version Diagnostics

Version diagnostics

Click the *'Version'* tab to pop up the following window:



This window provides information on Alcatel's USB driver software.

4 Speed Touch USB Software

Introduction

This chapter describes how to upgrade, remove, or repair the *USB* driver software.

In this chapter

Topic	See
Removing Driver Software	4.1
Upgrading/Repairing Driver Software	4.2
STUSB Web Upgrade	4.3

4.1 Removing Driver Software

Removing software

Your USB is a hot swapable USB device, meaning that you can plug it in and out without powering down the PC.

Plugging out does however not mean that all software is removed as well. Therefor, you must perform a removal of all USB software, via your installation CD-rom.

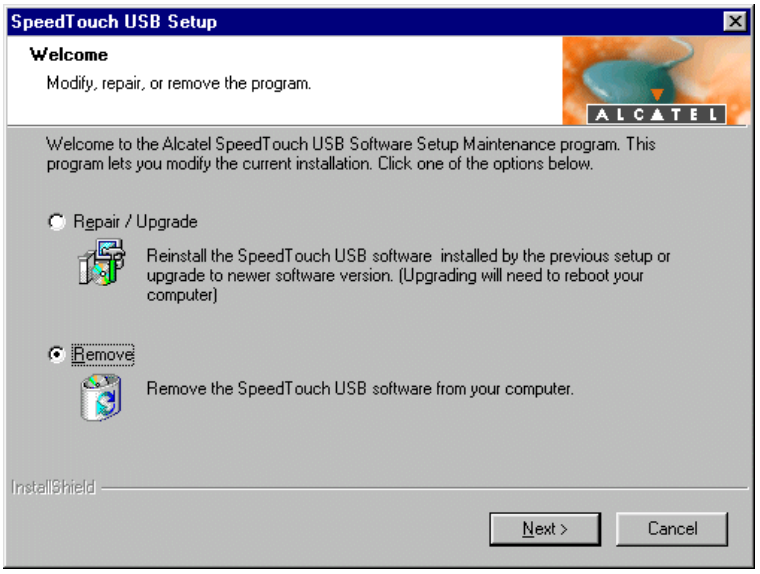
Procedure

Proceed as follows:

1. Unplug the USB from your PC's USB port.

   Note: You do not need to turn off your PC prior to disconnecting the USB .

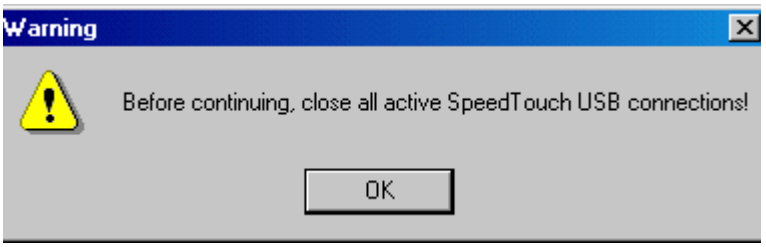
2. Insert your USB installation CD-rom in the PC's CD-rom drive and start the installation wizard.
3. The *'Speed Touch USB Setup'* window pops up:


SpeedTouch USB Setup
Welcome
Modify, repair, or remove the program.
ALCATEL
Welcome to the Alcatel SpeedTouch USB Software Setup Maintenance program. This program lets you modify the current installation. Click one of the options below.
Repair / Upgrade
Reinstall the SpeedTouch USB software installed by the previous setup or upgrade to newer software version. (Upgrading will need to reboot your computer)
Remove
Remove the SpeedTouch USB software from your computer.
InstallShield
Next >
Cancel

Select

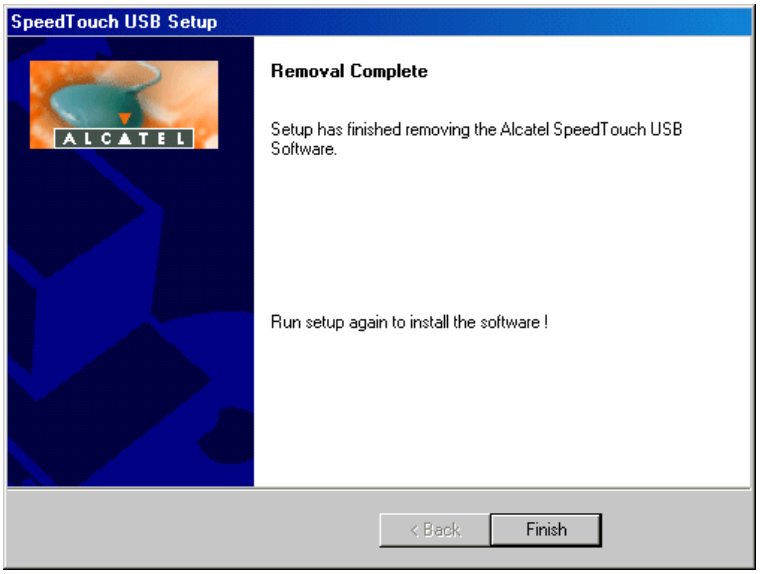
and click Next > to continue.

4. Before the removal cna be started, all active USB connections must be closed:



Click OK to confirm.

5. Various windows will pop up to indicate the software removal process. At the end of the process, the following window pops up:



Click Finish to finish the removal.

Result: All USB related software and shortcuts are removed from your system.

Note In case you do not have the USB installation CD-rom, you can also remove USB related software via the *'Add/remove programs'* application in your Windows 98/98SE/ME/2000 *'Control panel'*.

4.2 Upgrading/Repairing Driver Software

Preconditions

Prior to a driver software upgrade, or repair, the USB software must be readily available on a CD-rom or resident on your hard disk.

Procedure

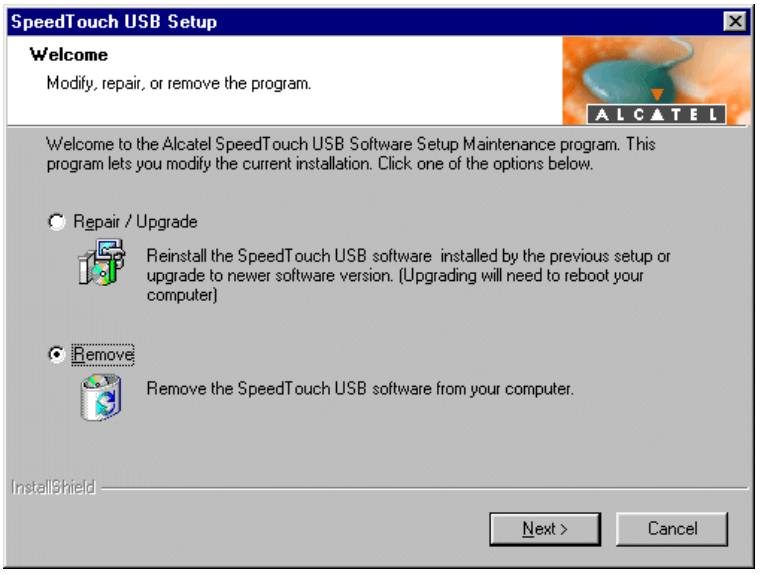
1. Start the USB installation wizard from the location where your upgrade software resides. Therefor, open a *'Run'* window and enter following path: `C:\...\Setup.exe`, where `C:\...\` stands for the location where your upgrade software resides.

   Or,

   Insert the USB upgrade CD-rom in the PC's CD-rom drive. The Alcatel USB wizard will start automatically.

   Note: In case the Alcatel USB wizard does not start automatically, open a *'Run'* window via *Start* → *Run* from the Start menu, and enter following path: `D:\Setup.exe`, where `D` stands for the drive letter of your CD-rom drive.

2. The *'Speed Touch USB Setup'* window pops up:


SpeedTouch USB Setup
Welcome
Modify, repair, or remove the program.
ALCATEL
Welcome to the Alcatel SpeedTouch USB Software Setup Maintenance program. This program lets you modify the current installation. Click one of the options below.
Repair / Upgrade
Reinstall the SpeedTouch USB software installed by the previous setup or upgrade to newer software version. (Upgrading will need to reboot your computer)
Remove
Remove the SpeedTouch USB software from your computer.
InstallShield
Next >
Cancel

Select

and click

to continue.

3. Follow all the instructions.

Installation procedure

When upgrading the USB driver software, the installation process could slightly differ with the procedure described in chapter 1.

4.3 Speed Touch USB Web Upgrade

STUSB driver software on the Internet

The Alcatel support web pages on the Internet provide executable *USB* driver software upgrades for download.

These upgrades are regularly updated and can be found at:

http://www.alcatel.com
http://www.alcateldsl.com

Procedure

1. Download the newest web upgrade software from the Internet to a location on your local PC.
2. Browse to the location where the web upgrade resides.
3. Double-click it.
4. Follow all instructions.

Installation procedure

When performing a web upgrade of the *USB* driver software, the installation process could slightly differ with the procedure described in chapter 1.

Abbreviations

AAL5	ATM Adaption Layer 5
ADSL	Asymmetric Digital Subscriber Line
AIS	Alarm Indication Signal
ASP	ADSL Service Provider
ATM	Asynchronic Transfer Mode
CC	Continuity Check
CO	Central Office
CRC	Cyclic Redundancy Check
FCS	Frame Check Sequence
ISP	Internet Service Provider
Kbps	Kilo bits per second
LEDs	Light Emitting Diodes
MAC	Medium Access Control
MB	Mega Byte
Mbps	Mega bits per second
OAM	Operations And Management
OS	Operating System
PC	Personal Computer
POST	Power On Self Test
PPPoE	Point-to-Point Protocol over Ethernet
RDI	Remote Defect Indication
REN	Ringer Equivalence Number
SAR	Segmentation And Reassembly
SDU	Service Data Unit
SP	Service Provider
VC	Virtual Channel
VCI	Virtual Channel Identifier
VP	Virtual Path
VPI	Virtual Path Identifier
WAN	Wide Area Network

AppendixA Troubleshooting

Introduction

This appendix provides information on how to identify and correct some common problems you may encounter when using the USB .

In most cases the described solutions will solve the problem.

However, if the problem keeps persistent, reinstallation after a removal of your USB (hardware and software) as described in chapter 4, might solve the problem.

If reinstallation has not resolved the problem, contact the company from which you purchased the USB for assistance.

Solution table

Your ***USB*** is equipped with two Bi-colored LEDs (See appendix B for more information). These indicators may help you to sort out the problem.

Indication & Problem	Solution
Speed Touch™USB *does not work:* *No LEDs light up.* *There is no power supplying connection.*	Verify the **Speed Touch™USB** connections, as described in subsection 1.2.3. Check if the **Speed Touch™USB**'s cord is damaged in any way. When using a portable PC in battery mode, it is possible that its USB port is not powered. Refer to the portable PC's User Manual for more information. Check if the **Speed Touch™USB** is not connected to a low-powered USB hub port. Refer to the USB hub's User Manual for more information.
Speed Touch™USB *is recognized by the installation wizard, but installation failed.*	Verify your PC is running Windows 98, Windows 98SE, Windows ME, or Windows 2000 and that it meets the according minimum requirements (See subsection 1.2.1). Check whether the **Speed Touch™USB** is not connected to a low-powered USB hub port. Refer to the USB hub's User Manual for more information.
USB LED flashes red, or stays solid red.	Your USB port congests, meaning that too much traffic is passing through the port. Avoid using multiple high speed USB devices, e.g. scanners, speaker, etc. during heavy duty, e.g. a data download.
Both USB LED and ADSL LED are solid amber.	Power On Self Test (POST) failed. See chapter 1.2.3 to check whether the connections are correctly made.
Windows Error 730. *(Windows98/98SE)*	TCP/IP is not installed on your PC. Install TCP/IP protocol suite on your PC.

AppendixB LED Description and Port Description

STUSB LEDs

Two Light Emitting Diodes (LEDs) indicate the status of the USB . On the left side resides the USB LED, on the right the ADSL LED.

Start-up phases

As soon you turn on your USB , it passes three phases:

Phase	USB LED		ADSL LED		Description
	Color	**Timing**	**Color**	**Timing**	
Attaching and Configuring	Red	Flashing, very short time	Off	–	Indicates that the device is attached.
	Green	Solid, 2seconds	Green	Solid, 2seconds	Ready to continue.
Downloading	Green	Flashing, from 1 up to 10 seconds	Off	–	Downloading Modem software from PC to device.
	Green	Solid	Amber	Solid	Download successful.
Connecting to ADSL	Green	Solid	Green	Flashing	Trying to achieve synchronization on the ADSL line.
	Green	Solid	Green	Solid	Ready for Dial-Up connection.

Failed POST

When a Power On Self Test (POST) failed, both LEDs are solid amber.

Normal operation during a session

In this state the *USB LED* is assigned to the downstream (R_X) data channel (towards the USB connection).

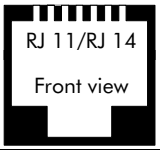
The *ADSL LED* is assigned to the upstream (T_X) data channel (towards the ADSL channel).

Both LEDs stay green. When an ATM cell is processed in a channel, the associated LED will go off for a short time.

USB bus congestion

During a session, the *USB LED* flashes red, when the USB bus congests. Refer to appendix A for troubleshooting this state.

ADSL port description

Port	Pin no.	Signal name	Function
	3	Wire A	Subscriber line wire A
	4	Wire B	Subscriber line wire B

Free connector pins

Connector pins not mentioned are not connected.

AppendixC Safety and Agency Regulatory Notices

Aim of this appendix

This appendix provides basic Safety Information on your **Speed Touch**™ product.

Prior to using the **Speed Touch**™, read this appendix carefully.

Reading all instructions

Follow all warnings and instructions marked on the product.

In this appendix

Topic	See
Safety Instructions	C.1
European Declaration of Conformity	C.2
Radio Frequency Interference Statement	C.3
Canadian Class B Notice	C.4

STORE THESE INSTRUCTIONS CAREFULLY

C.1 Safety Instructions

Climatic conditions

The **Speed Touch**™ equipment is intended for:

- In-house stationary desktop use; the maximum ambient temperature may not exceed 40°C (104°F).
- It must not be mounted in a location exposed to direct or excessive solar and/or heat radiation.
- It must not be exposed to heat trap conditions and must not be subjected to water or condensation.
- It must be installed in a Pollution Degree 2 environment.

Cleaning

Unplug this product from the wall socket and PC before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.

Water and moisture

Do not use this product near water, for example, near a bathtub, wash bowl, kitchen sink, laundry tub, in a wet basement or near a swimming pool.

Power sources

The **Speed Touch**™ is powered via the USB connector on your computer, or an USB hub port.

The powering of this product must adhere to the power specifications indicated on the marking labels.

Do not allow anything to rest on the USB cord. Do not locate this product where the cord will be subject to persons walking on it.

Pay particular attention to the cord's plug, receptacle and cable-to-body entry point; do not use the product when these points of the cord are damaged.

Overloading

Do not overload wall (mains) outlets and extension cords as this increases the risk of fire or electric shock.

Servicing

To reduce the risk of electric shock, do not disassemble this product. None of its internal parts are user-replaceable; therefore, there is no reason to access the interior. Opening or removing covers may expose you to dangerous voltages. Incorrect reassembly could cause electric shock if the appliance is subsequently used.

If service or repair work is required, take it to a qualified service dealer.

Damage requiring service

Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:

- When the power supply cord or plug is damaged or frayed.
- If liquid has been spilled into the product.
- If the product has been exposed to rain or water.
- If the product does not operate normally.
- If the product has been dropped or damaged in any way.
- If the product exhibits a distinct change in performance.

Modem/Telephone use

Avoid using a modem/telephone (other than a cordless type) during an electric storm. There is a slight risk of electric shock caused by lightning.

Do not use the telephone to report a gas leak in the vicinity of the leak.

If telephone service is required on the same line, a central splitter or distributed filter(s) must be installed for optimal ADSL performance.

Depending on your ADSL configuration and type of splitter/filters, installation must be carried out by qualified service personnel.

Consult your telephone service company or ADSL service provider for instructions.

Modifications

Changes or modifications not expressly approved by Alcatel could invalidate the users authority to operate this equipment.

C.2 European Community Declaration of Conformity

CE

Products with the CE marking comply with both EMC and Low Voltage Directives issued by the Commission of the European Community.

EC Declaration of Conformity

A copy of the European Community Declaration of Conformity is provided in your **Speed Touch**™ product shipping box.

C.3 Radio Frequency Interference Statement

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against such interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy. If not installed and used in accordance with the instructions, it may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment ON and OFF, the user is encouraged to try correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer or an experienced radio/television technician for help.

This equipment complies with Part 68 of the FCC Rules. On the back of this equipment is a label that contains, among other information, the FCC certification number (FCC ID) and Ringer Equivalence Number (REN) for this equipment. If requested, this information must be provided to the telephone company.

An FCC compliant telephone cord and modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack that is Part 68 compliant (See Appendix NO TAG: Hardware Reference) for details.

The Ringer Equivalence Number (REN) is used to determine the quantity of devices that may be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. Typically, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line (as determined by the total RENs) contact the local telephone company.

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice is not practical, the telephone company will notify the customer as soon as possible. Also you will be advised of your right to file a compliant with the FCC if you believe it is necessary.

The telephone company may make changes to its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice so you can make the necessary modifications to maintain uninterrupted service.

If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved. Connection to party lines is subject to state tariffs (contact the state public utility commission, public service commission or corporation commission for information).

No repairs can be performed by the customer, if you experience trouble with this equipment for repair or warranty information, please contact: (919) 850−1231 for locations in North America.

C.4 Canadian DOC Class B Notice

Notification of Canadian RF Interference Statements

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus as set out in the radio interference regulations of the Canadian Department of Communication.

Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicable aux appareils numérique de classe B prescrites dans le règlement sur le brouillage radioélectrique édicté par le Ministère des Communications du Canada.